



**DEPARTMENT OF HUMAN SERVICES**  
**SENIOR & DISABLED SERVICES DIVISION**  
**500 Summer Street NE**  
**Salem, Oregon 97310-1015**  
**Phone: (503) 945-5811**

**AUTHORIZED BY:** \_\_\_\_\_

**INFORMATION MEMORANDUM**

**SDSD Administrator/Deputy/**

**SDSD-IM-00-97**

**Assistant Administrator Date: September 26, 2000**

**TO:** SDSD District and Unit Managers  
AAA Directors

**SUBJECT:** Skills Enhancement Workshop  
October 11 and 12, 2000

**INFORMATION:** Adult & Family Services hosts a biannual conference called the Skills Enhancement Workshop which focuses on working with low-income families. The conference is made up of two parts. Part one takes place in the mornings with a keynote address. Part two is in the form of breakout sessions during the afternoons.

The upcoming Skills Enhancement Workshop is being held on Wednesday and Thursday, October 11 & 12 at the Deschutes County Fairgrounds in Redmond. There is no fee charged for attending.

Attached you will find a document which provides information on the conference including, dates, times, location, lodging, how to register, keynote and breakout session descriptions, etc.

AFS has invited SDSD/AAA staff to attend this conference. If you are interested, please see the attached materials for session and registration information. Costs for lodging, transportation and per diem are the responsibility of the individual or local unit.

**CONTACT PERSON:** Patrick Ring

**CONTACT NUMBER:** (503) 945-7006

**FAX NUMBER:** (503) 373-7032

# SKILLS ENHANCEMENT WORKSHOP

Deschutes County Fairgrounds, Redmond  
Wednesday & Thursday, October 11 & 12, 2000

## Agenda, Registration Information, and Session Descriptions

The upcoming Skills Enhancement Workshop is taking place on Wednesday, October 11<sup>th</sup>, and Thursday, October 12<sup>th</sup> at the Deschutes County Fairground in Redmond.

### EVENT SCHEDULE

#### WEDNESDAY, OCTOBER 11, 2000

TIME	EVENT	LOCATION
7:30 am to 8:45 am	Registration, Refreshments, Networking	Main Hall - Middle Sister
8:45 am to 9:00 am	Welcome, Housekeeping, Introduction of Keynote	Main Hall - Middle Sister
9:00 am to 10:15 am	<p>Keynote Speaker – Terri Houde</p> <p><b><u>“360 Degree Customer Service”</u></b></p> <p>WHAT IF Customer Service is more than greeting people, answering telephones, pointing down hallways, processing paperwork...and then complaining about customers at break time?</p> <p>WHAT IF Customer Service is all about Passion, Beauty, Obsession, Innovation, and Bravery?</p> <p>WHAT IF Everyone is your Customer?</p> <p>360 Degrees of Customer Service is about a revolutionary shifting of ideas and understanding about customer service. Check your old ideas about customer service at the door and prepare yourself for a wild ride into the radical notion that providing revolutionary customer service is good for your health, self-esteem, career, and quality of life at work...oh, it's good for the customer, too!</p> <p><b>Part 1</b></p> <ol style="list-style-type: none"><li>1. Defining 360 Degrees of Customer Service</li><li>2. Johari Window: What we know and don't know about our</li></ol>	Main Hall, Middle Sister

	<p>customer service</p> <ol style="list-style-type: none"> <li>Identifying your customers</li> <li>Revolutionary ideas to improve customer service</li> </ol>	
10:15 am to 10:30 am	Break	
10:30 am to 11:30 am	<p>Keynote Speaker Continued</p> <p><b><u>“360 Degree Customer Service” Continued</u></b></p> <p><b>Part 2</b></p> <ol style="list-style-type: none"> <li>Circles of Innovation: Moving from philosophy to practice</li> <li>Shifting: Who is responsible for implementing excellent customer service?</li> <li>Finishing Up: Q &amp; A time with Terri</li> <li>Final notes and inspiration</li> </ol>	Main Hall, Middle Sister
11:30 am to 1:00 pm	LUNCH, On your own	Refer to List in Packet
1:00 pm to 2:15 pm	Session 1 of concurrent breakout sessions	South & Middle Sister
2:15 pm to 2:30 pm	Break	
2:30 pm to 3:45 pm	Session 2 of concurrent breakout sessions	South & Middle Sister

## **THURSDAY, OCTOBER 12, 2000**

<b>TIME</b>	<b>EVENT</b>	<b>LOCATION</b>
7:30 am to 8:45 am	Registration, Refreshments, Networking	Main Hall - Middle Sister
8:45 am to 9:00 am	Welcome, Housekeeping, Introduction of Keynote	Main Hall - Middle Sister
9:00 am to 10:15 am	<p>Keynote Speaker – Dr. William English</p> <p><b><u>“Facilitating Individual and Family Growth”</u></b></p> <p>Dr. English will share his expertise in the area of working with families affected by abuse. This presentation will focus on understanding family systems and learning how to build positive circles of support. Discussion of practical strategies for promoting growth of individuals, families, and professionals through relationships.</p> <p>What are family systems? How does family systems theory relate to your work? How do you recognize and stop negative cycles? What are circles of support and how do you build them? How do you teach clients to build their own positive support circles? How can you use the BRIEF model of empowerment</p> <p>Participants will gain understanding of four main topic areas: communication and basic counseling, empowerment strategies, families as systems, and enhancing support and independence through networking.</p>	Main Hall - Middle Sister
10:15 am to 10:30 am	BREAK	
10:30 am to 11:30 am	Keynote Speaker Continued	
11:30 am to 1:00 pm	LUNCH, On your own	Refer to List in Packet
1:00 pm to 2:15 pm	Session 3 of concurrent breakout sessions	South & Middle Sister
2:15 pm to 2:30 pm	BREAK	
2:30 pm to 3:45 pm	Session 4 of concurrent breakout sessions	South & Middle Sister

**REGISTRATION:DEADLINE = Close of Business on Thursday, October 5<sup>th</sup>.**

Due to limited classroom sizes, you will need to register **as soon as possible to reserve a seat in the workshop sessions you desire.** To register: Send the following information via E-mail to: [Patrick.J.RING@state.or.us](mailto:Patrick.J.RING@state.or.us)

Or fax the requested information to: Attn: Patrick Ring at (503) 373-7032.

Name	Agency / Organization	Phone Number	Session selection from group 1	Session selection from group 2	Session selection from group 3	Session selection from group 4
------	--------------------------	-----------------	--------------------------------------	--------------------------------------	--------------------------------------	--------------------------------------

***NOTE: There is no registration fee for this conference.***

**ADDITIONAL INFORMATION**

**Lodging:**The following hotels have rooms at special rates for attendees of this conference. Identify yourself as being an attendee to the Skills Enhancement Workshop (SEW) presented by Adult & Family Services and Partners. You can also find other lodging options in the “Where to Stay in Oregon” magazine.

Room reservations (**except for Eagle Crest**) can be made with the Deschutes County Fair and Expo Center’s Housing Bureau, Central Oregon Visitors Association, at 1-888-781-7071 or directly with the property. Call as soon as possible, and secure your room with a credit card. A City/County room tax will apply. Please note that should you need to cancel, do so within the individual property’s allotted time to avoid a cancellation charge of first night’s room charge.

Call soon to take advantage of these special rates! ***All rates are per night.***  
**1-888-781-7071**

**Best Western Inn / Redmond**

541-548-8080

Special Rate: \$59.00

One half mile from Expo Center

**Hampton Inn**

800-426-7866

Special rate: \$59.00

Near Mall and restaurants in Bend

**Eagle Crest**

To make reservations, Call TJ Paskewich  
at 541-923-9644 x3

Special Rate: \$177.00 for a 2 bdrm  
that sleeps 3 (\$59.00 per person) or  
a 3 bdrm at \$220.00 that sleeps 4

**Hawthorn Suites**

888- 388-5006

Special Rate: \$69.00

All suites on the Cascade Lakes Hwy

**EconoLodge**

877-326-6262

Special Rate: \$59.00

Newer motel on north end of Bend

**Holiday Inn Express**

888-919-7666

Special Rate: \$59.00

Near Redmond, indoor pool

**Travel Lodge New Redmond Hotel**

541-923-7378

Historical Hotel in Downtown Redmond

**Super 8**

541-548-8881

Entrance to the Expo Center

Location: The Deschutes County Fairground is located at, 3800 SW Airport Way, Redmond, OR 97756.

Driving &  
Parking

Instructions: **From the North using Hwy. 97**

Drive south on Hwy 97 through Redmond. Turn left onto Sisters Ave. Sisters Ave becomes Airport Way. Follow Airport Way looping around to Mt. Jefferson Drive (you will pass the “Main Entrance” for the fairgrounds, this is ok). Drive in on Mt. Jefferson Drive. Parking is located to your left and right as you approach the fair buildings. The Middle and South Sisters complex will be to your right as you walk toward the fairgrounds.

**From the South using Hwy. 97**

Drive north on Hwy 97 through Bend. Approximately 10 mile from the north end of Bend you will exit Hwy 97 at the Yew Ave Exit. At the stop sign turn right. This puts you on Airport Way. Drive approximately 1/4 of a mile to Mt. Jefferson Drive. Drive in on Mt. Jefferson Drive. Parking is located to your left and right as you approach the fair buildings. The Middle and South Sisters complex will be to your right as you walk toward the fairgrounds.

**From the West on Hwy 126**

Drive east on Hwy 126 into Redmond. Turn right onto Hwy 97 (6<sup>th</sup> Street). Turn left onto Sisters Ave. Sisters Ave becomes Airport Way. Follow Airport Way looping around to Mt. Jefferson Drive (you will pass the “Main Entrance” for the fairgrounds, this is ok). Drive in on Mt. Jefferson Drive. Parking is located to your left and right as you approach the fair buildings. The Middle and South Sisters complex will be to your right as you walk toward the fairgrounds.

**From the East on Hwy 126**

Drive west on Hwy 126 into Redmond. Turn left onto Hwy 97 south (6<sup>th</sup> Street). Turn left onto Sisters Ave. Sisters Ave becomes Airport Way. Follow Airport Way looping around to Mt. Jefferson Drive (you will pass the “Main Entrance” for the fairgrounds, this is ok). Drive in on Mt. Jefferson Drive. Parking is located to your left and right as you approach the fair buildings. The Middle and South Sisters complex will be to your right as you walk toward the fairgrounds.

Dining: A list of eating locations will be provided in your packet on the day of the workshop.

Questions  
and/or

Concerns: Please feel free to contact me, Patrick Ring, if you have any questions or concerns regarding the upcoming Skills Enhancement Workshop. You can either GroupWise, E-mail, or phone me at (503) 945-7006

## **BREAKOUT SESSION INFORMATION**

**WEDNESDAY, OCTOBER 11, 2000**

**BREAKOUT SESSION GROUP 1 – 1:00 P.M. TO 2:15 P.M.**

#	TITLE	DESCRIPTION	PRESENTER(S)
1a	<b>SEX – What does it have to do with case management</b>  <i>This session is continued during the 2:30 pm to 3:45 pm slot. Session 2a.</i>	<p>“Strategies and skills to help you talk with your clients about family communication, abstinence, birth control, puberty, and sexual health”</p> <p>This two-part session will provide you with practical tips and useful practices to:</p> <ul style="list-style-type: none"><li>• Increase your comfort level regarding topics related to sexual health</li><li>• Promote good decision making with clients about sexual health issues</li><li>• answer those difficult questions that you or clients may have, and</li><li>• Examine and review resources on related topics.</li></ul>	<p><u>Erika Wagner</u> Oregon Health Department</p>
1b	<b>Case Staffing in the Assessment Program</b>  <i>This session is continued during the 2:30 pm to 3:45 pm slot. Session 2b</i>	<p>District 3 Partnership: Work Attachment Council</p> <p>If a person can carry but one log for a fire, how many logs could a group of agency and community partners carry?</p> <p>These sessions describe a unique partnership that is taking place in Salem in the form of the Work Attachment Council (WAC). This partnership brings together staff from a wide range of agencies and organizations including Marion County Mental Health, Chemeketa Comm. College, Employment Resources Northwest, Voc. Rehab., and various Department of Human Services divisions.</p> <p><b>Part 1</b></p> <p>The session has the panel discussing how this partnership was formed and how positive outcomes are reached through involving the client in the decision making process. They will also conduct a facilitated conversation about innovative partnership strategies that have made a difference with the hard to place population</p>	<p><u>Margie Paulson</u> Employment Resources Northwest <u>Teri Marsh</u> Employment Resources Northwest <u>Chris Murfin</u> Chemeketa Comm. College</p>

#	TITLE	DESCRIPTION	PRESENTER(S)
1c	<b>“Clarity of Thought”</b>	<p>According to Edward de Bono, “thinking is the ultimate human resource.” Think about it: thinking effects goals, decision making, conflict management, and team relationships. THINKING INFLUENCES EVERYTHING!!</p> <p>This session is designed to impact YOU and YOUR CLIENTS. You will learn two concrete techniques to impact your thinking and the thinking of others.</p> <p>Included in the session are the following:</p> <ol style="list-style-type: none"> <li>1. An overview of thinking theory.</li> <li>2. Critical thinking versus lateral thinking.</li> <li>3. PMI technique: An attention-directing tool.</li> <li>4. Six thinking hats: Understanding and using different thinking styles.</li> </ol>	<p><u>Terri Houde</u> Developing Human Potential</p>
1d	<b>Mobile Office Project: From Start to Finish</b>	<p>District 1's Mobile Office</p> <p>From idea through production, delivery and operation of their unique “Mobile Office” comes a presentation that describes the process of taking an idea from the initial concept through fruition.</p> <p>The presenters will discuss how this idea was developed, the lessons they learned along the way, how the unit is being used, and what the future holds.</p>	<p><u>Dick Swart</u> AFS District 1 <u>Sharon Kisor</u> AFS District 1</p>
1e	<b>District 2 Non-Custodial Project</b>	<p>Adult &amp; Family Services, District 2's Olde Towne Branch, the Division of Child Support, Central City Concern and other agency and community partners came together to create a program that provides opportunities for non-custodial parents to become an active part of their children’s lives, both emotionally and financially.</p> <p>Staff from this partnership of community organizations and agencies will present a discussion on how they designed, developed, implemented their program.</p>	<p><u>Oscar Gonzalez</u> AFS District 2, Olde Towne <u>Tina Reynolds</u> AFS District 2, Olde Towne <u>Tom Tearnen</u> Division of Child Support, Portland</p>



#	TITLE	DESCRIPTION	PRESENTER(S)
1f	<b>District Close-up: District 10</b>  <i>This is a two-part session and is continued from 2:30 pm to 3:45 pm. Session 2f.</i>	<u>Cognitive Behaviorism and Social Services</u>  An overview will be provided: What are Cognitive Behavioral Interventions? Why are they effective? Where do they come from? Is there value in using them with our families?	<u>Terry Gowen</u> Department of Corrections
1g	<b>Engaging the Disqualified</b>	Many times, AFS employees avoid DQs because of the complexities of the DQ system and engagement requirements. This presentation will help to alleviate worries.  Joe Lopez of District 2 is one of the most experienced employees in the positive engagement of disqualified clients.  He will provide practical and proven methods for engaging DJ4s, DJ5s and DJ6s. This is a presentation that will give real answers and real techniques to solve some of the more difficult problems encountered with disqualified AFS clientele.	<u>Joe Lopez</u> AFS District 2, Albina
<b>BREAKOUT SESSION GROUP 2 – 1:00 P.M. TO 2:15 P.M.</b>			
2a	<b>SEX – What does it have to do with case management</b>  <u>Continuation of Session 1a</u>	“Strategies and skills to help you talk with your clients about family communication, abstinence, birth control, puberty, and sexual health”  This two-part session will provide you with practical tips and useful practices to: <ul style="list-style-type: none"> <li>• Increase your comfort level regarding topics related to sexual health</li> <li>• Promote good decision-making with clients about sexual health issues</li> <li>• answer those difficult questions that you or clients may have, and</li> <li>• Examine and review resources on related topics.</li> </ul>	<u>Erika Wagner</u> Oregon Health Department

#	TITLE	DESCRIPTION	PRESENTER(S)
2b	<b>Case Staffing Model in the Assessment Program</b>  <i><u>Continuation of Session 1b</u></i>	<p>District 3 Partnership: Work Attachment Council</p> <p>If a person can carry but one log for a fire, how many logs could a group of agency and community partners carry?</p> <p>These sessions describe a unique partnership that is taking place in Salem in the form of the Work Attachment Council (WAC). This partnership brings together staff from a wide range of agencies and organizations including Marion County Mental Health, Chemeketa Comm. College, Employment Resources Northwest, Voc. Rehab., and various Department of Human Services divisions.</p> <p><b>Part 2</b></p> <p>This session will continue the facilitated conversation regarding innovative partnership strategies that have made a difference with the hard to place population. There will also be a discussion of case studies as well as a presentation from a former welfare recipient.</p>	<p><u>Margie Paulson</u> Employment Resources Northwest</p> <p><u>Teri Marsh</u> Employment Resources Northwest</p> <p><u>Chris Murfin</u> Chemeketa Comm. College</p> <p><u>Case Manager</u> North Salem AFS</p>
2c	<b>“Mind Maps”</b>	<p>Imagine a tool that can help your clients:</p> <ul style="list-style-type: none"> <li>• Access their creativity</li> <li>• Figure out what to do when they get stuck</li> <li>• Find an answer to “What kind of work are you looking for?”</li> <li>• Help non-verbal clients organize and communicate their thoughts</li> <li>• Improve their study skills</li> </ul> <p>Discover how to tap the unused potential and cooperation of your clients by using “Mind Maps.” Mind Mapping in a non-traditional tool that you can teach to clients to improve problem solving and decision making skills.</p>	<p><u>Terri Houde</u> Developing Human Potential</p>

#	TITLE	DESCRIPTION	PRESENTER(S)
2d	<b>The Evolution of a short-term training program - District 9's Basic Trades</b>	<p>Now into their second year of providing “basic” building and construction skills to low income individuals, this panel will discuss the successes and future of their short-term training program.</p> <p>The focus of the session surrounds the evolution of a program that addresses the changing needs of the community it serves. The panel will also provide a brief description of development and implementation, as well as lessons learned in their first year of operation.</p>	<p><u>Carri Ramsey</u> AFS District 9, The Dalles</p> <p><u>Ray Sutter</u> Basic Trades Instructor</p> <p><u>Current Participant</u> Basic Trades Participant</p> <p><u>Former Participant</u></p>
2e	<b>Mentorship 101: Client Mentor Program in District 6</b>	<p>“Implementing Effective Mentorship Programs:</p> <p>Come hear Diana Adler of the Roseburg Chamber of Commerce and Adult &amp; Family Service’s own Sharon Kipling discuss the innovative client mentorship project that provides working clients with mentors from the community in District Six.</p> <p>They will illuminate the challenges and triumphs of instituting an effective mentorship program that promotes job retention, wage progression and integration into the larger community.</p>	<p><u>Diana Adler</u> Roseburg Chamber of Commerce</p> <p><u>Sharon Kipling</u> AFS District 6, Roseburg</p>
2f	<b>District Close-up: District 10</b>  <u><i>Part two.</i></u> <u><i>Continued from session 1f</i></u>	<p><u>Special Program to Support Families</u></p> <p>This workshop will be a brief overview from providers of 4 great programs which provide support to our families, and support our efforts to move them to self-sufficiency:</p> <ul style="list-style-type: none"> <li>&gt; KBIS - Kids Belong in School</li> <li>&gt; FAN - Family Access Network</li> <li>&gt; Family Court</li> <li>&gt; Even Start Family Literacy Program</li> </ul>	<p><u>Ted Kulongoski</u> KBIS</p> <p><u>Melinda Ennes</u> FAN</p> <p><u>Bea Paulson</u> Family Court</p> <p><u>Janet Rippy</u> Even Start Family Literacy Program</p>

#	TITLE	DESCRIPTION	PRESENTER(S)
2g	<b>Small Team Concept, District 11</b>	"Small Team Concept" presenters will explain and provide examples of District 11's current team structuring. They will discuss the processes their branch used to re-structure their work teams into "small teams."	<u>Gloria Pena</u> AFS District 11, Klamath Falls, Assessment Case Manager <u>Jennifer Ebner</u> AFS District 11, Klamath Falls Pre-Employment / Teen Case Manager

## **THURSDAY, OCTOBER 12, 2000**

### **BREAKOUT SESSION GROUP 3 – 1:00 P.M. TO 2:15 P.M.**

3a	<b>Learning Disabilities: Finding a School or Training Program</b>	<p>Why is it some people do well at school while others struggle?</p> <p>At the end of this breakout session you will know how to create a successful match of school and worker and avoid costly dropout and failure situations.</p>	<u>Ray Broyles</u> Program Director, Oregon Association for Children and Adults with Learning Disabilities (Oregon ACLD)
3b	<b>Community Work Experience (CWE) Program, District 12</b>	<p>How do you insure your participants arrive to the work site on time, take appropriate breaks, operate as a team, and stay until the shift ends? Develop an activity where the work experience is a team of TANF/ABAWD participants; assign them to various employment sites throughout you region; and hire a team leader/coach who is always with them from picked-up to dropped-off at the end of the day.</p> <p>Come join us to see how the participants, employers and communities have benefitted from this program. Discover how to market to employers, lessons we have learned since implementation nearly a year ago, and hear the pitfalls and successes of the CWE program.</p>	<u>Cherril Beecroft</u> Former CWE Participant <u>Glenda Cole</u> AFS District Manager - District 12 <u>Patricia Valentine</u> CWE Coach/Team Leader - Comm. Action Programs East Central Oregon (CAPECO) <u>Gloria Velazquez</u> AFS Case Manager

#	TITLE	DESCRIPTION	PRESENTER(S)
3c	<b>Adventures in Team Building</b>	<p>Adventures in Team Building:</p> <p>A combination of activities, concepts, and discussion regarding team building and family systems.</p> <p>This father / daughter team will explain and guide participants through group activities that illustrate effective team building. Learn how to view group and individual dynamics to assess functioning and needs.</p> <p>Come prepared for a session of interactive fun and learning.</p>	<p><u>Becca English-Ross</u> Looking Glass Youth &amp; Family Services, Inc. Stepping Stone Program Supervisor, Eugene</p> <p><u>Dr. R. William English</u> Chair, Dept. of Human Services &amp; Studies, Professor of Rehabilitation Counseling and Counseling Psychology, Florida State University</p>
3d	<b>“What’s In It For Me”</b>	<p>A presentation focused on mentoring/retention and wage enhancement of our clients. Providing a step by step process of effectively helping clients maintain, improve and develop their careers.</p> <p>This interactive presentation includes individual work which will help participants gain a better understanding of the process of retention and advancement from the client and employer’s perspectives.</p>	<p><u>Stephanie Miles</u> AFS, Staff Development Unit, Salem</p>
3e	<b>Mentorship 102: Client Mentor Program in District 7</b>	<p>“Implementing Effective Mentorship Programs:</p> <p>Carol Todd and Pat Gans present a mentorship program that offers services to clients in Coos Bay and Gold Beach.</p> <p>Attend this session and find out what the project has done to connect the business community, working clients on the career progression path, and individual mentors as they strive to forge a support group that produces results for all involved.</p>	<p><u>Carol Todd</u> Southwest Oregon Community College, Coos Bay &amp; Gold Beach</p> <p><u>Pat Gans</u> Southwest Oregon Community College, Coos Bay &amp; Gold Beach</p>

#	TITLE	DESCRIPTION	PRESENTER(S)
3f	<b>Introducing the New Improved Food Stamp Program</b>	<p>The Food Stamp program changed October 1, 2000.</p> <p>Again? Yes, again. But, this time, it's what we asked for. Join us for a brief review of the changes: the more sensible motor vehicle policy, a new standard medical deduction, and greater flexibility in the OFFSET program.</p> <p>It's better, really!</p>	<p><u>Sandy Ambrose</u> Adult &amp; Family Services, SDU</p> <p><u>Glenda Short</u> Adult &amp; Family Services, SDU</p>

#### **BREAKOUT SESSION GROUP 4 – 2:30 P.M. TO 3:45 P.M.**

4a	<b>Learning Disabilities: Workplace Success</b>	<p>After finding a job placement for your client, how can you improve their chances for success on the job?</p> <p>Advance preparation is almost always necessary to insure a productive experience for worker and employer. Come to this session and you will walk away with skills that will greatly increase the chances for workplace success for the client with learning disabilities.</p>	<p><u>Ray Broyles</u> Program Director, Oregon Association for Children and Adults with Learning Disabilities (Oregon ACLD)</p>
4b	<b>Holistic Case-Management for Career Advancement</b>	<p>Case managers and partner staff discuss the creative marketing of retention services to clients. This includes the client assisting in developing realistic long and short term goals.</p> <p>The discussion will look at work attachment and learning plans as used to create career paths to move clients beyond the need for public assistance. They will provide examples of the learning they employ.</p>	<p><u>John Hamilton</u> The Job Council, Medford</p> <p><u>Dan Blesse</u> AFS District 8, Medford</p> <p><u>Bob Hudsall</u> Rogue Community College, Grants Pass</p>
4c	<b>Give it a Rest: Coping with Stress</b>	<p>“Stress” is an everyday hazard we all face in our busy, dizzy society.</p> <p>This session will help participants better understand how to control stress, versus being controlled by stress. Participants will learn about common signs of stress, causes of stress (stressors), and practical tips (stress busters) to ease tension in less than a minute.</p> <p>Session participants will receive a copy of the “Stress Management Planning Guide” authored by Dr. English.</p>	<p><u>Dr. R. William English</u> Chair, Dept. of Human Services &amp; Studies, Professor of Rehabilitation Counseling and Counseling Psychology, Florida State University</p>

#	TITLE	DESCRIPTION	PRESENTER(S)
4d	<b>“Behind Bars, Closed Minds”</b>	<p>This presentation will explore Criminal Thinking and how it affects the role of case management.</p> <p>Explore patterns within families and the effects of environment and development on criminal thinking. Guidance and discussion of a holistic approach to working with clients who have a criminal background.</p>	<p><u>Stephanie Miles</u> AFS, Staff Development Unit, Salem</p>
4e	<b>“Stop Going in Circles”</b>	<p>Overview of cycle concepts as related to risk situations, thinking errors, influences and values.</p> <p>Use of group work and discussion to illustrate cycle concepts and to demonstrate to participants how to understand. Learn to recognize signs of particular cycles and how to empower individuals to disrupt negative cycles.</p>	<p><u>Becca English-Ross</u> Looking Glass Youth &amp; Family Services, Inc. Stepping Stone Program Supervisor, Eugene</p>
4f	<b>Introducing the New Improved Food Stamp Program</b>	<p>The Food Stamp program changed October 1, 2000.</p> <p>Again? Yes, again. But, this time, it’s what we asked for. Join us for a brief review of the changes: the more sensible motor vehicle policy, a new standard medical deduction, and greater flexibility in the OFSET program.</p> <p>It’s better, really!</p>	<p><u>Sandy Ambrose</u> Adult &amp; Family Services, SDU <u>Glenda Short</u> Adult &amp; Family Services, SDU</p>